

DEPARTMENT OF WORKFORCE DEVELOPMENT
DIVISION OF ECONOMIC SUPPORT
ADMINISTRATOR'S MEMO SERIES

ACTION: 99-13

ISSUE DATE: 7/16/99
DISPOSAL DATE: 12/31/00

RE: YEAR 2000 CONTINGENCY
PLANS

To: Child Support Agency Directors
County Department of Human Services Directors
County Department of Social Services Directors
County Economic Support Managers/Supervisors
Tribal Chairpersons/Human Services Facilitators
Tribal Economic Support Directors
W-2 Agency Directors

From: J. Jean Rogers /s/
Administrator

Even after careful assessment, renovation/replacement, testing, and implementation, it is possible that systems and equipment may not function properly on or after January 1, 2000 due to the Year 2000 (Y2K) challenge. Despite completing your own Y2K work in a thorough and comprehensive manner, you are still dependent on power plants, telephone companies, and other partners. It is therefore essential that contingency plans be developed and tested for all of your critical business functions.

Contingency planning, also known as business continuity planning, focuses on reducing the risk of Y2K induced business failures. It safeguards an agency's ability to produce an acceptable level of services to the citizens of Wisconsin in the event of failures of internal and external automated systems and equipment. Contingency planning focuses on the business functions your agency needs to perform and how these functions will be accomplished in the event of such failures.

As our partners, Income Maintenance (IM), Wisconsin Works (W-2), and Child Support Agencies are required to ensure that ongoing services are provided as defined in your contracts. It is the intent of the Department of Workforce Development (DWD), Division of Economic Support (DES) to work together with our partners in meeting our mutual obligations to ensure quality and consistent customer service. To that end, DES has developed contingency planning tools that identify DES responsibilities and local agency responsibilities for successfully achieving uninterrupted service to our customers.

Attached are the Child Support, Child Care, Food Stamp, General Business, Medicaid, and W-2 Local Agency Y2K Business Plan Checklists. The checklists contain information regarding when a

local agency should take action, the substitute business activities that must occur if automation is not available, the solutions as described by the state, and an assurance that local agencies will perform required functions or propose alternative solutions.

Please follow the instructions given below for completing the **Local Agency Y2K Business Plan Checklists**.

1. Review the date the action must occur, the business function, and the solutions required by the state.
2. If you agree that your agency can provide the solutions required by the state indicate "YES" in the Assurances column.
3. If you cannot meet the required solutions, indicate "NO" in the Assurance column and indicate an alternative solution in the Proposed Alternatives column.
4. If you have developed a Y2K contingency plan that addresses each of the business functions described in the Local Agency Y2K Business Plan Checklists, please submit your plan along with the completed business plan checklists.

Complete the business plans for the functions performed at your agency. Child Support Agencies must complete the Child Support Business Plan Checklist. The IM Agencies must complete the Child Care, Food Stamp, General Business, and Medicaid Business Plan Checklists. W-2 Agencies must complete the Child Care, Food Stamp, General Business, Medicaid, and W-2 Business Plan Checklists. Agencies are required to train appropriate staff on the proper implementation of your Y2K contingency plans.

Your completed Y2K Contingency Business Plan Checklists and signed Assurance statement must be submitted to your Area Administrator no later than 4:30 p.m. August 27, 1999. If you have any questions please feel free to contact your Area Administrator.

REGIONAL OFFICE CONTACT: Area Administrators

CENTRAL OFFICE CONTACT: Nancy Buckwalter
(608) 266-7160

Attachments

Year 2000 (Y2K) Local Agency Business Plan

Agency:

Address:

Director:

Region Served:

ASSURANCES

1. The attached Y2K Business Plan Checklists accurately reflects the business functions and alternative solutions if automated systems and necessary equipment are unavailable as of the date of my signature below.
2. All appropriate staff will be trained in the proper implementation of this contingency plan.
3. Any future revisions to the plan will be submitted in writing to the Regional Office.

Signature

Title

Date

**Child Support Local Agency Y2K Business Plan Checklist
(7/16/99)**

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
9/99	Case Initiation and Closures	Local agencies should set up an agreement to receive paper referrals, good cause, non-cooperation, and closures from IV-A. Log all information received.		
11/99	Counties should respond to phone calls	Prepare telephone scripts for employees to screen calls. Log participant data changes for entry into KIDS at a later date.		
11/99	County agencies will have to prepare some KIDS documents	Ensure PC capability to use MS Word diskette of essential KIDS documents to print when KIDS document function does not work.		
11/99	Paternity Establishment	Identify a staff person to contact at the Center for Health Statistics if automated systems are not operating.		
12/99	General phone calls to the agency	Create and maintain a phone log form of calls to agency.		
12/99	Case Initiation and Closures	Local agencies to set up agreements with Social Services to receive paper refers, good cause, non-cooperation, and case closures. Log all information received.		
12/99	Court Initiation	<ul style="list-style-type: none"> a) Prepare paperwork in December for court hearings scheduled in January. Restrict court hearings during January. Print out January schedule. b) Manually create moving papers for court. c) Create manual service of process log. 		

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
12/99	Enforcement	<ul style="list-style-type: none"> a) Print payment histories in December for cases being heard in January. b) Local agencies should develop a limited enforcement plan for January 2000. c) Create income withholding log. 		
12/99	Paternity Establishment	<ul style="list-style-type: none"> a) Print supply of paper paternity interview forms and use in lieu of KIDS if KIDS is not available. b) Do not schedule unborn paternity cases in January. c) Create service of process log. d) Do not use batch scheduling while KIDS is down. 		
12/99	Court Initiation	Maintain a paper court schedule. Reschedule hearings and send out notices if necessary.		
12/99	Receiving new and transferred cases.	Develop a log. Enter all new and transferred cases into log.		
12/99	Ensure privacy restrictions are met	Ensure all workers know about and have access to summary of participants with privacy flag. Create a manual log of new restraining orders in January.		
12/99	Paternity Establishment	Run an event sort on KIDS for January events. Have paper calendar to enter genetic test appointments.		
1/3/00	Court Initiation	Manually assign court case numbers.		
1/3/00	Interstate Processing	Send delay letters to other states for new referrals if needed.		
1/3/00	Enforcement	<ul style="list-style-type: none"> a) Create log of new employers. b) Create log of Children First referrals. 		

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
1/3/00	Review and Adjustment	Suspend review and adjustment activities if needed.		

**Child Care Local Agency Y2K Business Plan Checklist
(7/16/99)**

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
10/99	The state will issue check stuffers in provider checks on Y2K preparation efforts and inform providers to complete and return attendance report forms in a timely fashion.	Local agencies will be provided with copies of these check stuffers and need to answer provider questions and concerns as necessary. All attendance report forms received on or before 12/28/99 must be entered into CARES by 12/29/99.		
10/99	The state will send a letter to Advantis users (providers who have on-line access to the Child Care Attendance Reporting function in CARES) regarding Y2K compliance and contingency plans for entering attendance reports.	Local agencies will be provided with a copy of this letter and need to answer provider questions and concerns as necessary.		
12/1/99	Provide updated versions of forms to contract printer and monitor local agency orders from the contract printer to ensure adequate supplies are available if partner agencies need to manually determine child care eligibility.	Local agencies should assess paper application needs for 12/99 through 03/00 and order an adequate supply of basic application forms to be on hand prior to 12/31/99 to ensure continuous eligibility determination of child care.		
1/3/00	Enter provider information into the Child Care Payment System (CCPS).	If CARES is not functional, provider information must be manually documented by the local agency and entered into CCPS once CARES is operational.		
1/3/00	Request for child care assistance for a new applicant.	If CARES is not functional, local agencies must manually process appointments for child care applications.		

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
1/12/00	Determine eligibility for child care assistance for new applicants.	If CARES is not functional, local agencies must determine eligibility manually.		
1/12/00	Send eligibility notice of decision for a new applicant.	If CARES is not functional, local agencies must send out a Notice of Decision manually using form DES-2249 and adding text informing the applicant/client who to contact to receive authorization.		
1/12/00	Attendance report mailed to a provider for a new applicant.	If CARES is not functional, local agencies must send attendance report forms to the provider for new applicants.		
1/14/00	Authorize child care for new applicants.	If CARES is not functional, local agencies must manually calculate payments to child care providers using the appropriate worksheets.		
1/14/00	Send authorization notices for new applicants to parents and providers.	If CARES is not operational, local agencies must manually send authorizations to parents and providers using form DES-2456 and attaching appropriate rights and responsibilities statements.		
1/20/00	Checks are mailed to providers for new applicants.	If CARES is not functional, local agencies must manually calculate payments for new applicants using the authorization form and the attendance report form completed by the provider and issue payments with county funds. Local agencies should report expenses to CARS for reimbursement by the state.		

**Food Stamp Local Agency Y2K Business Plan Checklist
(7/16/99)**

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
12/1/99	Provide updated versions of forms to contract printer and monitor local agency orders from the contract printer to ensure adequate supplies are available if partner agencies need to manually calculate Food Stamp (FS) eligibility.	Local agencies must assess paper application needs for 12/99 through 03/00 and order an adequate supply of basic application forms to be on hand prior to 12/31/99 to ensure continuous eligibility determination of FS.		
12/31/99	Provide case management support for ongoing program operations, including the collection of new or changed information, retrieval of case listings or worker schedules, tickler alerts, other listings, schedule appointments and generate appointment notices.	Local agencies must employ current methods of handling caseloads when CARES is unavailable by generating paper copies of caseload listings, worker schedules, on-line listings, etc. prior to 12/31/99. Provide back-up methods to collect/store information until CARES is available after 1/3/00.		
1/3/00	Provide policy and system support.	Local agencies and Call Center staff determine if the Call Center is functional. Division of Economic Support (DES) staff will provide information and direction to local agencies to use alternate available communication methods.		

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
1/3/00	Determine eligibility for FS for persons applying in 12/99 but whose paperwork is not completed until on or after 1/3/00.	<ul style="list-style-type: none"> a) Manually determine FS eligibility and benefits, maintain a list of the status of individuals (i.e., approved and the amount of benefits granted or denied and the reason codes for denial), and provide this information to the state. b) Where agencies use FS coupon methodology, distribute coupons that will be provided by the state. c) If EBT methodology is used and EBT is unable to generate benefits, distribute coupons that will be provided by the state. 		
1/3/00	Determine eligibility for FS for clients current in 12/99 who have a three-month review required in 1/00.	<ul style="list-style-type: none"> a) Manually determine FS eligibility and benefits, maintain a list of the status of individuals (i.e., approved and the amount of benefits granted or denied and the reason codes for denial), and provide this information to the state. b) Where agencies use FS coupon methodology, distribute coupons that will be provided by the state. c) If EBT is unable to generate benefits, distribute coupons that will be provided by the state. 		

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
1/3/00	Determine eligibility for FS for persons applying on or after 1/3/00. Identify persons who are eligible for expedited FS.	<ul style="list-style-type: none"> a) Manually determine FS eligibility and benefits, maintain a list of the status of individuals (i.e., approved and the amount of benefits granted or denied and the reason codes for denial), and provide this information to the state. b) Where agencies use FS coupon methodology, distribute coupons that will be provided by the state. c) If EBT is unable to generate benefits, distribute coupons that will be provided by the state. 		
1/3/00	Provide notices to clients for FS, for denial or termination in benefit amounts, payments or services. (If CARES is down there will be no reduction in benefit amounts, or services as prior month's information is used.)	Local agencies provide DES-2051 (Negative Notice) manually to clients.		
1/4/00	FS Coupons – Distribution of dailies calculated prior to 12/31/99	Clients will contact local agencies if FS are not received. Local agencies will contact DES staff.		

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
1/4/00	FS Coupons – Distribution of dailies calculated in 1/00	<ul style="list-style-type: none"> a) Maintain a list of the status of individuals (i.e., approved and the amount of benefits granted or denied and the reason codes for denial), and provide this information to the state. b) Where agencies use FS coupon methodology, distribute coupons that will be provided by the state. c) If EBT is unable to generate benefits, distribute coupons that will be provided by the state. 		
1/4/00 EBT County Only	EBT account set-up.	EBT account set-up does not have date information. If problems do occur, it will be in the EDS system. Use administrative terminal to add new accounts for the period while the problem is being resolved. Local agencies must contact designated DES staff.		
1/4/00 EBT County Only	EBT card issuance - Mail	Same alternative as above. Issue temporary cards from card stock and use administrative terminal to add new accounts.		
1/4/00 EBT County Only	PIN selection – Automated Response Unit (ARU)	If ARU is not working, clients can select a PIN at their local office.		

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
1/4/00 EBT County Only	Recipient Customer Service	Local office can perform these functions through the EBT Administration system on a limited basis while the EBT vendor is resolving the problem. (This assumes the problem is with ARU or with the vendor's phone system, not the EBT application.)		
1/4/00 EBT County Only	Issue 01/00 Food Stamp Coupons to clients on EBT if the EBT vendor fails and is unable to recover by midnight of 1/4/00.	EBT county needs to stay in communication with DES staff, the vendor and clients.		
1/8/00	Deadline for determining eligibility and issuing benefits for expedited FS to persons applying on 1/3/00.	<ul style="list-style-type: none"> a) Manually determine FS eligibility and benefits, maintain a list of the status of individuals (i.e., approved and the amount of benefits granted or denied and the reason codes for denial), and provide this information to the state. b) Where agencies use FS coupon methodology, distribute coupons that will be provided by the state. c) If EBT is unable to generate benefits, distribute coupons that will be provided by the state. 		
2/1/00	FS Coupons – Monthly issuance for 2/00 benefits.	Maintain a list of the status of individuals (i.e., approved and the amount of benefits granted or denied and the reason codes for denial), and provide this information to the state.		

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
2/2/00	Last date for 1/3/00 non-expedited FS applications to be processed. Determine eligibility for FS for 12/99 clients and 1/00 clients if CARES is still not working 2/2/00.	<ul style="list-style-type: none"> a) Manually determine FS eligibility and benefits, maintain a list of the status of individuals (i.e., approved and the amount of benefits granted or denied and the reason codes for denial), and provide this information to the state. b) Where agencies use FS coupon methodology, distribute coupons that will be provided by the state. c) If EBT is unable to generate benefits, distribute coupons that will be provided by the state. 		

**Medicaid Local Agency Y2K Business Plan Checklist
(7/16/99)**

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
12/1/99	Provide updated versions of forms to contract printer and monitor local agency orders from the contract printer to ensure adequate supplies are available if partner agencies need to manually calculate Medicaid (MA) eligibility.	Local agencies must assess paper application needs for 12/99 through 03/00 and order an adequate supply of basic application forms to be on hand prior to 12/31/99 to ensure continuous eligibility determination of MA. Order green temporary MA card paper supply from Electronic Data Systems (EDS) at (608) 221-4746 ext. 3071.		
12/31/99	Provide case management support for ongoing program operations, including the collection of new or changed information, retrieval of case listings or worker schedules, tickler alerts, other listings, schedule appointments and generate appointment notices.	Local agencies must employ current methods of handling caseloads when CARES is unavailable by generating paper copies of caseload listings, worker schedules, on-line listings, etc. prior to 12/31/99. Provide back-up methods to collect/store information until CARES is available after 1/3/00.		
1/3/00	Provide policy and system support.	Local agencies and Call Center staff will determine if the Call Center is functional. DES staff will provide information and direction to local agencies to use alternate available communication methods.		

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
1/3/00	Determine eligibility for MA for persons applying in 12/99 but whose paperwork is not completed until on or after 1/3/00. <u>Status: CARES is DOWN and MMIS is UP</u>	<ol style="list-style-type: none"> 1. Manually determine eligibility for Medicaid. 2. Provide emergency MA ID cards, if client does not already have a Forward Card. 3. Prepare and mail DES-3070 (MA Certificate Form) or DES-3070A (Good Faith Certificate Form) to EDS. 4. Enter changes into CARES at a future date. 		
1/3/00	Determine eligibility for MA for persons applying in 12/99 but whose paperwork is not completed until on or after 1/3/00. <u>Status: CARES is UP and MMIS is DOWN</u>	<ol style="list-style-type: none"> 1. Provide emergency MA ID cards if the client does not already have a Forward Card. 2. Store eligibility data in the CARES database until MMIS is up and data can be processed electronically. 		
1/3/00	Determine eligibility for MA for new applicants and current clients who are due for a redetermination. <u>Status: CARES is DOWN and MMIS is UP.</u>	<ol style="list-style-type: none"> 1. Manually determine eligibility for Medicaid. 2. Provide emergency MA ID cards, if client does not already have a Forward Card. 3. Prepare and mail DES-3070 (MA Certificate Form) or DES-3070A (Good Faith Certificate Form) to EDS. 4. Enter changes into CARES at a future date. 		

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
1/3/00	<p>Determine eligibility for MA new applicants and current clients who are due for a redetermination.</p> <p><u>Status: CARES is UP and MMIS is DOWN.</u></p>	<ol style="list-style-type: none"> 1. Provide emergency MA ID cards if the client does not already have a Forward Card. 2. Store eligibility data in the CARES database until MMIS is up and data can be processed electronically. 		
1/3/00	<p>Provide notices to clients for MA, for denial or termination in benefits. (If CARES is down there is no reduction in benefit as prior month's information is used.)</p>	<p>Local agencies provide DES-2051 (Negative Notice) manually to clients.</p>		

**General Business Y2K Business Plan Checklist
(7/16/99)**

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
12/1/99	<u>Scenario:</u> Some of the counties in a region can not administer DES programs using CARES or KIDS.	Local agencies must develop an agreement with other counties, the regional office, and/or the training center within your region to use their PCs to enter information into CARES and KIDS.		
12/1/99	<u>Scenario:</u> None of the counties in a region can administer DES programs using CARES or KIDS.	Local agencies must develop an agreement with other counties, regional offices, and/or the training centers in neighboring regions to use their PCs to enter information into CARES and KIDS.		
1/3/00	None of the counties in the state can administer DES programs using CARES or KIDS.	IM and W-2 Agencies will manually determine eligibility and issue benefits according to your Y2K contingency plans. Using manual forms, Child Support Agencies will continue to provide case management services.		
1/3/00	Telecommunications systems not available locally.	Establish a method, such as cell phones or accessing a nearby telecommunications system that is functioning, to communicate with Division of Economic Support (DES) staff.		
1/3/00	Telecommunications systems not available statewide.	Establish a method, such as cell phones, to communicate with DES staff.		
1/3/00	CARES is not available to produce W-2 payments.	Issue local agency checks directly to participants and report expenses to CARS for reimbursement.		

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
1/4/00	CARES is not available to produce food stamps for daily issuance (including initial benefits and replacement stamps.)	Send eligibility and benefit information to DES staff.		
1/4/00	U.S. mail does not function between Georgia and homes in Wisconsin.	DES will deliver food stamps to local agencies for local agencies to provide in-person, over-the-counter distribution/pickup of prepared envelopes.		

**Wisconsin Works (W-2) Local Agency Y2K Business Plan Checklist
(7/16/99)**

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
12/1/99	Provide updated versions of forms to contract printer and monitor local agency orders from the contract printer to ensure adequate supplies are available if partner agencies need to manually calculate Wisconsin Works (W-2) eligibility.	Local agencies should assess paper application needs for 12/99 through 03/00 and order an adequate supply of basic application forms to be on hand prior to 12/31/99 to ensure continuous eligibility determination of W-2.		
12/31/99	Provide case management support for ongoing program operations, including the collection of new or changed information, retrieval of case listings or worker schedules, tickler alerts, other listings, schedule appointments and generate appointment notices.	Local agencies should employ current methods of handling caseloads when CARES is unavailable by generating paper copies of caseload listings, worker schedules, on-line listings, etc. prior to 12/31/99. Provide back-up methods to collect/store information until CARES is available after 1/3/00.		
1/3/00	Determine eligibility for W-2 clients who are new since the cutoff date for January benefits.	Continue to process applications manually and retain lists of individuals (i.e., approved and the amount of benefits granted or denied and the reason codes for denial).		
1/3/00	Set-up CARS Profile(s) for W-2 benefits to be paid by local agencies, if necessary, and obtain reimbursement via CARS.	Agencies should plan to issue payments directly to clients, if necessary, and report expenses to CARS for reimbursement if CARES is not accessible.		

Local Action Due Date	Business Function	Trigger Events/Dates and Alternative Solutions	Assurances	Proposed Alternatives
1/3/00	Provide policy and system support.	Local agencies and Call Center staff will determine if the Call Center is functional. Call Center Staff and other available staff will provide information and direction to local agencies to use alternate available communication methods.		
1/3/00	Provide notices to clients for W-2, for denial or termination in benefit amounts, payments or services. (If CARES is down there will be no reduction in benefit amounts, or services as prior month's information is used.)	Local agencies provide DES-2051 (Negative Notice) manually to clients.		